

Guide to Improving Your Communication

In **PART 1**, you created action plans that addressed the difference between **TECHNICAL CHALLENGES** and **ADAPTIVE CHALLENGES**. We discussed how problems often arise not because people don't care, but because we respond in the wrong way.

For example, customers may feel unheard or frustrated when we treat a complex concern as if it needs a quick or simple answer. At other times, we may try to address a deeper concern by providing only information. How we respond to a question can make the difference between a customer feeling supported and satisfied and a customer feeling frustrated and misunderstood.

In this section, we introduce two types of responses: **technical and adaptive**. Understanding the difference can help you respond more effectively, reduce frustration, and prevent extra work later.

TECHNICAL RESPONSE

"Here is the answer or the step-by-step solution."

ADAPTIVE RESPONSE

"Let's understand what's underneath this—and work through it together."

